

BROOK



DRIVE 2024 CONFERENCE

Refinish Margin Opportunities

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OVERVIEW

- Estimating continues to be a prime driver of margin
- Paint materials margin average for QCG is 45%
- Leveraging best practices improves margins

Opportunities

- P-pages and the ASA “Not-included” operations guide for estimatics
- Technician communication stream for added operations
- Mixit cloud for materials sales
- D.E.G. as a resource

SHOP STATS AND TRENDS

Average Paint Labor Hours (Per Estimate)

Green = Highest by year

Red = Lowest per year

	2023	2022	2021	2020
ALABAMA	9.7	9.4	9.1	8.69
ALASKA	8.5	8.6	8.4	8.26
ARIZONA	9.8	9.7	9.4	9.04
ARKANSAS	10.2	10.0	9.8	9.38
CALIFORNIA	9.6	9.5	9.4	9.01
COLORADO	9.8	9.7	9.1	9.09
CONNECTICUT	10.4	10.1	10.2	9.36
DIST. OF COL.	9.3	8.7	8.7	7.58
DELAWARE	9.0	9.0	8.8	8.13
FLORIDA	10.4	10.4	9.6	9.18
GEORGIA	11.0	10.7	10.1	9.47
HAWAII	9.3	9.2	8.9	8.85
IDAHO	10.3	9.8	9.4	8.75
ILLINOIS	9.8	9.9	9.5	8.53
INDIANA	10.1	9.8	9.1	8.94
IOWA	9.2	9.3	8.9	8.52
KANSAS	9.9	10.1	9.5	8.90

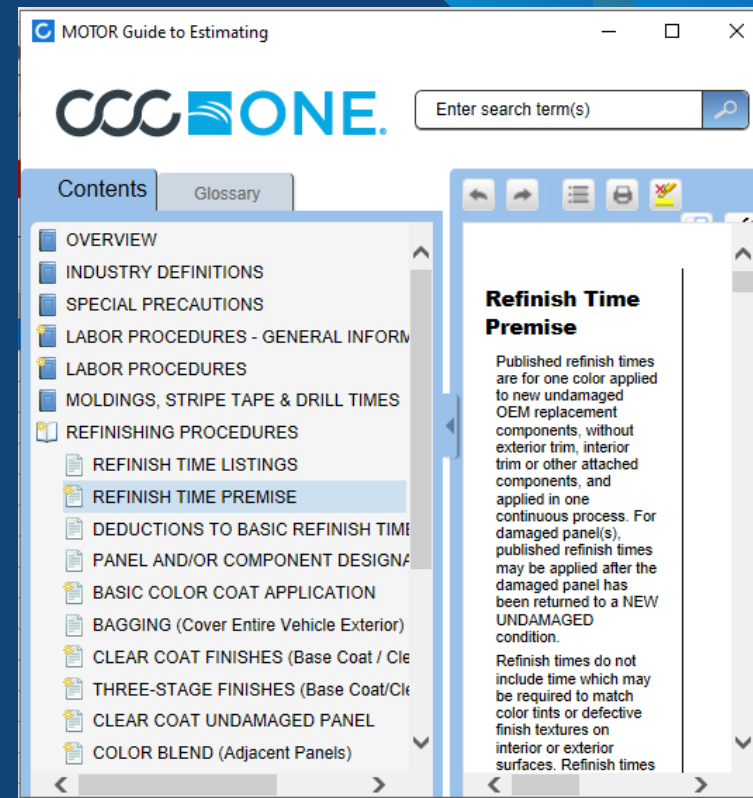
	2023	2022	2021	2020
KENTUCKY	10.1	10.0	9.6	8.99
LOUISIANA	10.1	10.0	10.3	8.74
MAINE	8.9	8.6	8.5	8.29
MARYLAND	10.0	9.7	9.2	8.57
MASS.	10.9	10.7	10.5	9.91
MICHIGAN	10.4	10.4	9.9	9.10
MINNESOTA	9.5	9.0	9.4	8.60
MISSISSIPPI	9.5	9.7	9.5	8.78
MISSOURI	9.6	9.5	9.3	8.81
MONTANA	10.8	10.1	9.7	9.48
NEBRASKA	9.7	9.7	9.3	8.82
NEVADA	9.3	9.3	9.2	8.03
NEW HAMPSHIRE	10.2	9.9	9.6	8.99
NEW JERSEY	10.6	10.5	10.0	9.34
NEW MEXICO	8.9	9.4	9.0	8.69
NEW YORK	11.2	11.0	10.5	9.63
N.C.	10.1	9.9	9.2	8.68

	2023	2022	2021	2020
NORTH DAKOTA	7.6	7.5	8.1	7.32
OHIO	9.7	9.6	9.4	8.62
OKLAHOMA	10.0	10.0	9.4	8.81
OREGON	9.6	9.7	9.2	8.66
PENNSYLVANIA	9.7	9.5	9.2	8.61
RHODE ISLAND	11.8	11.1	10.4	9.38
S.C.	9.8	9.7	9.2	8.70
SOUTH DAKOTA	9.0	9.0	8.5	8.63
TENNESSEE	10.7	10.2	9.7	8.94
TEXAS	10.0	9.7	9.2	8.78
UTAH	10.2	9.9	9.4	8.92
VERMONT	8.7	9.1	8.5	8.40
VIRGINIA	9.4	9.1	8.9	8.46
WASHINGTON	9.7	9.7	9.2	8.84
WEST VIRGINIA	9.7	9.9	9.7	8.83
WISCONSIN	9.4	9.4	9.1	8.45
WYOMING	9.2	8.9	9.0	9.10

Source: Collision Advice

P-pages and ASA Not-included Guide

- Access setup and training
- Share with estimators and blueprinters
- Audit your team's estimates



Automotive Service Association®

**Reference Chart of
“Not-Included” Operations
When Installing New Replacement Parts**

Quarter panel replacement

- Are we capturing all paint operations?
- Prep time vs. paint time?
- Common operations?
- What's missing?
- \$ 449,000



A composite image illustrating a digital workflow in automotive painting. On the left, a painter in a blue protective suit and helmet is shown in profile, using a spray gun to apply paint to a car body. In the center, a smartphone displays the login screen for 'CCC INTELLIGENT SOLUTIONS', featuring a logo, input fields for 'User Name' and 'Password', and a 'LOG IN' button. On the right, a 'SUPPLEMENT SHEET /// BODY & PAINT' form is overlaid, containing fields for 'RO#', 'VEHICLE MAKE', 'MODEL', and 'PART OR DAMAGED DISCRIPTION', followed by a large table with 15 rows and 10 columns for detailed data entry.

- Do techs have access to CCC resources?
- What is your process for techs to supplement?

The screenshot shows a mobile application interface for CSC Intelligent Solutions. At the top is the company logo. Below it are two input fields: 'User Name' and 'Password'. Each field has a small icon to its right that can toggle the visibility of the input. At the bottom of the screen is a prominent blue button labeled 'LOG IN'.

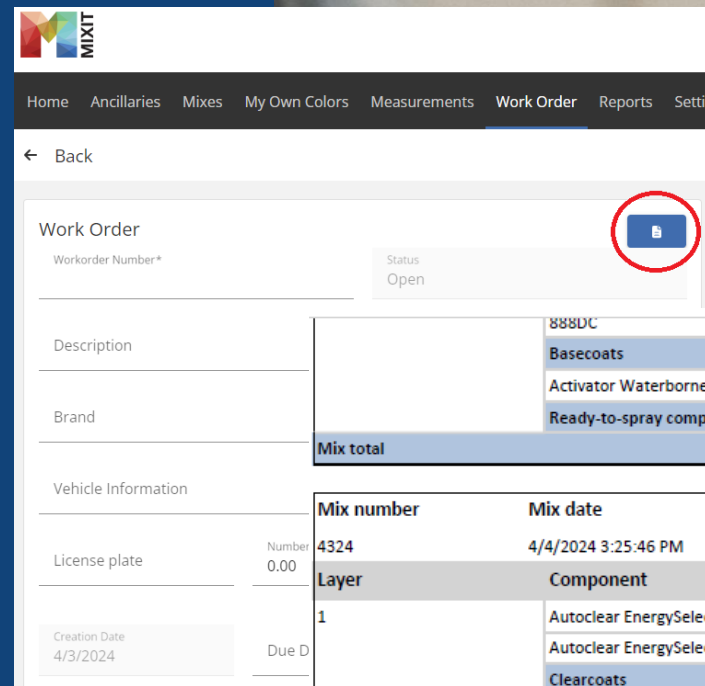
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SIKKENS AUTOWAVE TONERS // HS+ CLEAR PRICING

										AUTOBASE PLUS TONERS			
										LIST		OUNCES	
LUT--LOW USE TONERS										LUT -- LOW USE TONERS			
		952	257.36		33.81	LITER				Q875GB	193.49	16.91	HALF LITER
		732	257.36		33.81	LITER				Q875VB	233.84	16.91	HALF LITER
		579	137.1		16.91	HALF LITER				Q091	264.84	33.81	LITER
		558	137.1		16.91	HALF LITER				Q436	371.48	33.81	LITER
		568	183.87		16.91	HALF LITER				Q671	371.48	33.81	LITER
		1001	137.1		16.91	HALF LITER				Q673	374.95	33.81	LITER
SEC--SPECIAL EFFECT TONERS										SEC -- SPECIAL EFFECT TONERS			
		337YA	1,565.82		16.91	HALF LITER				Q878NS	1367.79	16.91	HALF LITER
		337RB	1,405.20		16.91	HALF LITER				Q877YA	1367.79	16.91	HALF LITER
		337RA	1,405.20		16.91	HALF LITER				Q877RB	1367.79	16.91	HALF LITER
		337GA	1,343.47		16.91	HALF LITER				Q877BA	1367.79	16.91	HALF LITER
		337BA	1,341.60		16.91	HALF LITER	COST		OUNCES	Q877GA	1253.14	16.91	HALF LITER
HUT-HIGH USE TONERS										HUT -- HIGH USE TONERS			
		666	762.46		128	GALLON	37,193.95		7,122.00	Q065	1033.46	128	GALLON
		98	253.89		33.81	LITER	37,737.62		5,798.14	Q110	1040.94	128	GALLON
		245	253.89		33.81	LITER	28,155.58		4,340.41	Q120	1033.46	128	GALLON
		400	255.46		33.81	LITER	23,758.51		3,640.06	Q140	1033.46	128	GALLON
		777	257.36		33.81	LITER	17,931.52		2,713.80	Q160	1050.83	128	GALLON
							144,777.17		23,624.41	Q811E	1246.72	128	GALLON
CLEAR HS+										Q811J	1548.18	128	GALLON
		SLOW	502.7		128	GALLON	99,675.39		29,332.60	Q811P	1234.7	128	GALLON
		FAST	502.7		128	GALLON	6,405.18		1,863.88	Q811R	1246.72	128	GALLON
							106,080.54		31,196.48	Q922M	1548.18	128	GALLON
HS+ HARDENER													
		HARDENER	699.93G		128	GALLON	67,076.04		14,162.96				
							TOTAL	317,930.11	47,723.85				

Mixit Cloud

- Real-time, browser based
- Easy to use
- Invoice or material rate calculation?
- Identify L.U.T.'s
- Verify paint codes



Mixit Cloud

Home Ancillaries Mixes My Own Colors Measurements Work Order Reports Settings

← Back

Work Order

Workorder Number*

Status Open

Description

Brand

Vehicle Information

License plate

Creation Date 4/3/2024

Due Date

888DC	391153	2.0326 Ounces	24.87
Basecoats		16.5727 Ounces	120.27
Activator Waterborne	391196	5.5083 Ounces	3.88
Ready-to-spray components		5.5083 Ounces	3.88
Mix total		22.0810 Ounces	124.14

Mix number	Mix date	Color codes	Brand	Productline	Painter
4324	4/4/2024 3:25:46 PM				
Layer	Component	SAP Material #	Poured	Value	
1	Autoclear EnergySelect LV Fast	527668	7.9783 Ounces	37.05	
	Autoclear EnergySelect LV Slow	527670	8.0385 Ounces	37.33	
	Clearcoats		16.0168 Ounces	74.38	
	Autoclear EnergySelect LV Hardener	527669	8.0694 Ounces	41.24	
	Ready-to-spray components		8.0694 Ounces	41.24	
Mix total			24.0862 Ounces	115.62	

Mix number	Mix date	Color codes	Brand	Productline	Painter
4326	4/4/2024 3:46:44 PM				
Layer	Component	SAP Material #	Poured	Value	
1	Autoclear EnergySelect LV Fast	527668	7.4574 Ounces	34.63	
	Autoclear EnergySelect LV Slow	527670	7.2116 Ounces	33.49	
	Clearcoats		14.6690 Ounces	68.12	
	Autoclear EnergySelect LV Hardener	527669	7.3255 Ounces	37.43	
	Ready-to-spray components		7.3255 Ounces	37.43	
Mix total			21.9944 Ounces	105.56	

Totals	Basecoats	24.2849 Ounces	176.25
	Primers	9.0868 Ounces	35.53
	Clearcoats	30.6858 Ounces	142.50
	Ready-to-spray components	29.4412 Ounces	122.85
	Paint material		286.28
	Workorder total	93.4986 Ounces	763.41

D.E.G.

Database Enhancement Gateway

- Easy to submit
- Prompt responses
- Partners with CCC
- Show of hands

The screenshot displays the DEG (Database Enhancement Gateway) website. The top navigation bar includes links for ABOUT US, ESTIMATORS TOOLBOX, DATABASE INQUIRIES, and CONTACT US. The main header features the DEG logo and a welcome message: "WELCOME TO THE DEG". Below this, a paragraph explains that DEG helps improve collision repair estimates through feedback on vehicle-specific errors, omissions, and inaccuracies in the database and labor times. It also mentions that users can learn how DEG works to address questions and process inquiries.

The main content area shows a search results page for tracking # 19097. The left sidebar contains filters for Inquiry, Platform, Status, Dates, Additional, and Vehicle. The main content area displays a table with the following data:

#	Inquiry Type	Platform	Vehicle	Status
19097	Refinish Operations	Audatex	2002 Ford Econoline Cargo Van	Resolved (IP Change)

Below the table, there is a section for "SUBMITTED" and "STATUS". The "SUBMITTED" date is 2021-11-10 00:00:00, and the "STATUS" is RESOLVED (IP CHANGE). A detailed description of the inquiry is provided:

Tracking # 19097
Resolution: We have reviewed the current refinish times for the DOOR SHELL,HNGD FRT SD (GN 0388). The DOOR SHELL,HNGD FRT SD

The bottom section of the page shows a table with the following data:

Inquiry type	Refinish Operations
Area of Vehicle	Side Loading Door
Estimated Part Surface Area	1891 sq inches
Suggested Action	an increase in the paint labor time listed in Audatex based on the square area

QUESTIONS

Contact Us



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Social Media

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THANK YOU!